



Job Title: PUBLIC WORKS OFFICE ASSISTANT

Position Grade: GS2-3

Classification Series: Office Assistant

Department: Public Works

Payroll Status: Full-Time, Non-Exempt

Union Status: General Service Unit

Purposes: Provide a variety of clerical support functions to the Public Works Department. Act as information resource to Public Works staff and members of the general public.

Supervision Received: This position works under the general supervision of the Public Works Operations Manager or appointed designee. The Operations Manager sets general priorities, objectives, requirements and timelines.

Supervision Exercised: The position does not supervise other employees..

Duties and Responsibilities: This list is an example of the tasks the employee may be expected to perform, but is not intended to be all inclusive.

- Provides secretarial support to public works staff.
- Compose, type, file and edit a variety of correspondence, reports, memoranda, and other materials requiring judgment as to content, accuracy, and completeness.
- Transcribe minutes and other correspondence/reports as necessary.
- Assist callers and visitors by directing them to appropriate staff; schedule appointments, answer questions related to department programs.
- Organize and maintain departmental files and tracking systems; file copies of letters memoranda, reports, and other materials in departmental and/or central files, ensure compliance with records retention procedures.
- Process documents and other materials in accordance with regulatory and departmental procedures; process incoming and outgoing mail; order/allocate office supplies, etc.
- Respond to staff training needs by making arrangements for staff travel, lodging, training registration; track staff training and certification.
- Perform moderately complex record keeping duties and conducts file and record searches.
- Operate standard office equipment and machines; make copies; collate materials.
- Contribute to an overall productive and respectful work environment by providing excellent customer service and working in a positive, collegial manner at all times.
- Maintain cooperative working relationships with Department staff, other departments and the general public.
- Follow all safety rules and procedures for work areas.
- Prepare and track work orders in Springbrook or other city software; maintain backflow database and input test results.
- Assist with water meter requests for installation and/or new taps.
- Assist with scheduling and transporting of vehicles for maintenance, as needed.
- Perform other responsibilities and other duties as assigned.

Job Qualification Requirements (Knowledge, Skills & Abilities):

KNOWLEDGE: Knowledge of standard office practices and procedures, English, spelling, arithmetic, and grammar/vocabulary.

SKILLS: Strong organizational skills, verbal and written communication skills, and intermediate to advanced computer skills, preferably in MS Office suite products.

ABILITIES: Ability to use word processing, database and spreadsheet applications; prioritize and multi-task; read, write and verbally communicate in English; represent the department in a professional manner to both internal and external department customers; maintain a valid driver's license and safely and legally operate a vehicle. Physical ability to perform the essential job functions.

Minimum Required:

High School Diploma or equivalent **AND two to three years of related experience.** Possession of a valid **driver's license.** *A satisfactory equivalent combination of education and experience determined to ensure the knowledge, skills and ability to perform the work may be approved as a substitute for the stated requirement(s).*

Physical Demand: *The physical demands described here are an overview. For detailed information regarding physical demands, please see the attached worksheet. The physical demands listed below, together with the detail listed on the attached worksheet, represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.*

Manual dexterity and coordination are required for a significant portion of the daily work period (as much as 60%) which is spent sitting while operating office equipment such as computers, keyboards, 10-key, telephones, and other standard office equipment. While performing the duties of this position, the employee is frequently required to stand, walk, reach, bend, kneel, stoop, twist, crouch, crawl, climb, balance, see, talk, hear, smell and manipulate objects. The position requires mobility including the ability to move materials, loading and unloading items under 5 lbs. daily, and up to 25 lbs. several times each month (about 2%-5% of the job). This position requires both verbal and written communication abilities.

Work Environment: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this position, the employee is primarily working indoors in an office environment. The employee is not exposed to hazardous conditions. The noise level in the work environment is usually moderate and lighting is adequate.

Date Revised: May 2012